2025-2026 Student Device Internal Procedures Manual

Volusia Schools are creating lifelong learners for an ever-changing global society.

Version last updated 6/17/25

Purpose of Manual

This manual was produced in 2023 to help guide schools with systematic distribution and collection of student devices, accuracy of inventory, and processes for device repair and fee assessments. These procedures are reviewed annually to include new digital enhancements, streamlined processes and feedback from schools.

Device Deployment by Grade

All devices are provided for student use according to School Board Policy 219.

Grades K-2 are equipped with a class set of iPads for our youngest learners. Students are taught to enter personal credentials and the importance of keeping credentials private.

Grades 3-5 are provided with a class set of laptops for our emerging digital learners. Students are taught age-appropriate digital citizenship skills and the importance of taking care of school-issued technology.

Grades 6-8 follow a gradual release progression from classroom sets of laptops in core areas in the 6th and 7th grade; some schools will have daily check-out and parking of devices assigned to individual students; and distribution of devices to each 8th grade student for take home use. All students receive training in digital citizenship. The goal is to distribute devices to all students in every grade level. Student readiness is determined by each middle school principal from year to year.

Grades 9-12 follow the checkout of devices in August to individual students who are trained to be responsible digital citizens who understand the lifelong impact of a digital footprint. Students must bring their assigned device to school, fully charged each day, and expect to use them for mandatory assessments. Students are expected to return their device at the end of the school year for annual maintenance. Students will have the option to check out their device for summer school online classes.

All student hardware specifications and peripherals are identified by ITS.

Check-Out Procedures

Student Device
Internal Procedures Manual

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Elementary Procedures

How are carts and housing devices dispersed?

- ✓ Each school site is responsible for assigning carts/housing devices to each grade-level classroom and entering this information into Focus. *Schools should not be removing devices from assigned carts/housing units.
- ✓ Any devices kept on site during the 2023-24 deployment will not be serviced or replaced. This pertains to any device that is not an HP Fortis G10 model.
- ✓ The iPads/laptops are checked out to the cart. The classroom teacher is responsible for the management of all devices assigned to their cart and reporting any damaged or lost devices.
- ✓ Classroom teachers are responsible for assigning each device to a specific student and sharing this information with the DLTL/Inventory designee. See Appendices for an example of a form that can be used. Digital form available at: https://bit.ly/3KLcXtZ

What about changes in student numbers in the classroom?

- ✓ The devices associated with the cart should remain in that cart. Do not remove or share devices with other classes.
- ✓ Put in a ticket requesting another device for a newly rostered student when you do not have a 1:1 device for that student. (Pre-K is 1:3) Make note of cart asset tag.

What if we gain or lose classroom units?

**Schools are asked to hold on making any requests for additional carts containing more devices until the 10-day count.*

After the 10-day count of the school year:

- ✓ The school site will create a tech ticket if additional units are allocated to the school and a cart and devices are needed.
- ✓ In the case of unit reduction, the school will create a ticket so that the cart may be picked up for potential use at another school.

How do we handle broken or damaged devices?

- ✓ The teacher should create a tech ticket (including the asset tag) and it will be first addressed by the school level technician.
- ✓ The teacher should leave the device in cart with note taped to screen with ticket #. Tech will assess when they arrive on campus.
- ✓ **Classroom Management TIP**: Each classroom laptop/iPad cart has been assigned an extra device which should be used temporarily until the assigned student device is repaired/replaced. If more than one device needs repair, the media specialist/DLTL should

loan a device from the assigned media cart. Make note of this to keep track of loaned devices and return them to the media center.

- ✓ The tech will return the repaired device to the teacher's cart. If a device requires replacement, the tech will update inventory in Focus and document communication to inventory clerk at the school.

What if my school needs more Apple stickers for labeling iPads?

Apple stickers for labeling student iPads can now be procured for teachers through these 2 options:

Option A- The school orders and purchases the blank, round, stickers (Avery 5293) online and then the school can use the Apple Sticker Word Template to print at their own site. http://vcsapple.weebly.com/uploads/4/9/3/0/49304641/avery5293_apple_stickers_template.docx

Option B- School emails Megan Meyer at the VCS Printshop with the number of Apple Sticker sheets needed AND the string line for their school site, for billing purposes.

Can elementary students purchase device insurance even though they are not checking out devices for home use?

Yes. All families with students in grades K-12 are able to purchase optional device insurance for $30 (no charge if the family qualifies for income-based services). Payment can be made conveniently through the Parent Portal or by inquiring with the school bookkeeper. See p. 20 for more insurance information.

Middle Grades Check-Out Procedures

NOTE: Beginning in the 2023-24 school year, middle grades follow a progression plan for student distribution. Each middle school has established a tech plan for student distribution that meets their needs on the way to reaching the milestone of distributing a device to every student in every grade. An overview of the middle grades progression included:

6th grade: Classroom sets in pre-identified classrooms as determined by school, but total number of devices are not to exceed the number of students enrolled in the grade.

7th grade: School chooses **Option A:** students pick up assigned device in same location each morning then parks the device for charging in the same location each day; or **Option B:** classroom sets in pre-identified classrooms as determined by school in preparation for student dissemination in January. Total number of devices are not to exceed the number of students enrolled in the grade.

8th grade: Devices are checked out to individual students to take home nightly. Follow the check-out

procedures outlined in the Secondary School Check-Out Procedures below**.**

The District goal is to distribute devices to ALL middle grade levels as schools continue to teach and reinforce schoolwide procedures and digital citizenship. Resources and support are available on the VCS 1:1 Program Teams site, from each school-based Digital Learning Teacher Leader and from the ITS Department of Educational Technology.

Classroom Dissemination & Labeling of carts/devices

- ✓ The media specialist at each site is responsible for deployment, assigning carts with devices to each classroom according to the principal's direction outlined in the school's plan.
- ✓ Each classroom-assigned cart and corresponding devices will be checked out to the teacher in Focus inventory.
- ✓ Classroom teachers are responsible for assigning each device to a specific student and keeping a record of this information.
- ✓ If a school is opting to have any students follow the "pick-up & park" model, each device must be signed out to the individual student for tracking purposes. Follow directions for check-out procedures below. These students' families will be provided with the option of paid device insurance.

Secondary School Check-Out Procedures

1. ***Create a Schedule:*** Middle and High Schools will establish their own schedule for 1:1 student device deployment based on campus calendar, availability of personnel and other school-specific events. Many schools begin distributing devices during summer orientation and/or enrollment appointments with the registrar. Several days are usually scheduled within the first 2 weeks of the school year to distribute student devices through a subject area, grade level or class period. School principals should be communicating device distribution schedule in multiple ways to families beginning in late July.

2. Form a reliable School Tech Team: When planning for device distribution, schools should identify a "Tech Team" comprised of at least one administrator, the media specialist, school support staff (12-month office specialist and/or media clerk), possible teacher leaders (DLTL, club sponsors, TOA, etc.) and student helpers (SGA, Student Tech Crew, etc.). At least a week prior to distribution, the team should take inventory of devices and charging cords. Place orders for any additional devices/cords via a Tech Support ticket and track for timely delivery of equipment.

3. Only VCS employees can scan a device out to a student. Each employee who will be tasked with this duty should have **access to Focus ERP for device check-out**. Each school's security contact enters this request for access by submitting a Tech Support ticket.

4. Choose a location on campus: Devices and charging cords can be distributed from any secure area with internet access and electrical outlets nearby. Bring extra charging stations and extension cords. Make sure devices and charging cords are locked up nightly or in between daily events. Schools will need one laptop and one scanner for each adult who will be scanning a device to students. While all forms are now digital and accessible in the Parent Portal, it is recommended to have pens and some blank copies of Parent/Guardian Acknowledgement Form (Appendix A) in both English and Spanish. This form is also available on VCS Back-to-School Forms page.

5. Set up optional stations: Prep for a quick process for families by setting up two stations with lots of helpers. 1) collection of required documents; 2) scanning station with stack of devices—see click sheet for checking out a device (Appendix B); 3) pick up charging cord and receive basic directions for logging into device.

6. IF the team encounters a student who shows in Focus as STILL HAVING A DEVICE CHECKED OUT, the student should be given the option to return the device that same day to retrieve a new device OR be charged for a lost device until they can produce the prior device. It is not recommended to deny any student a device because of financial or behavioral obligations.

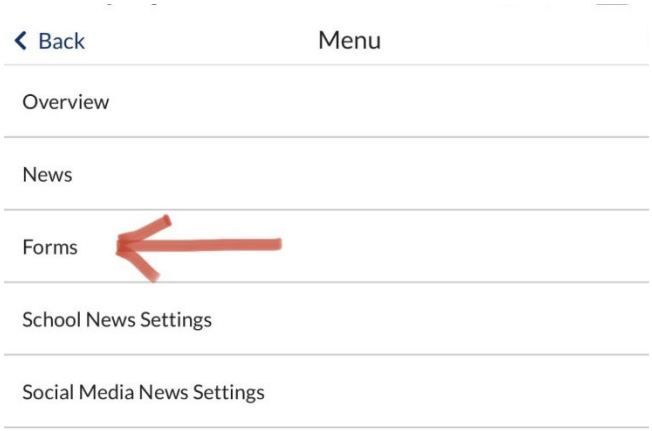
7. Recommended Documents: In addition to the Student Device Parent Acknowledgement digital form submitted via Parent Portal, it is good practice to have students present his/her school ID for scanning device. It will reinforce the importance of the school ID. Students without an ID can still be assigned a device by entering their alpha code or name.
8. Have an information area: Plan for an area where families can sit and practice powering on device and logging in with student credentials. Have a few student helpers available for this (counts as volunteer hours). Have someone available to answer questions about device insurance and how to pay the invoice inside of parent portal (see section "Device Insurance & Fines"). Directions for setting up a parent portal should be readily available as well.

NEW IN 2025…PARENT ACKNOWLEDGEMENT FORM IS NOW DIGITAL IN PARENT PORTAL

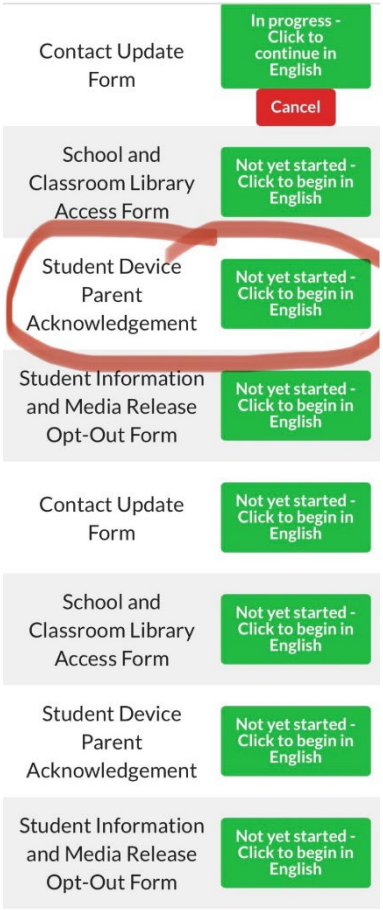
Parents and guardians can now access the student device acknowledgement form inside the Parent Portal. They can complete the form online and submit it electronically. Schools can run a report for submitted forms or search by student name to check for submission. Since this is new for parents, each school should have employees ready to assist families during orientation and other device distribution events. Front office staff should also be aware of this information and be able to assist families.

DIRECTIONS FOR PARENTS

1. Login to their parent portal account.
2. Go to the menu ☰
3. Choose "Forms" from menu

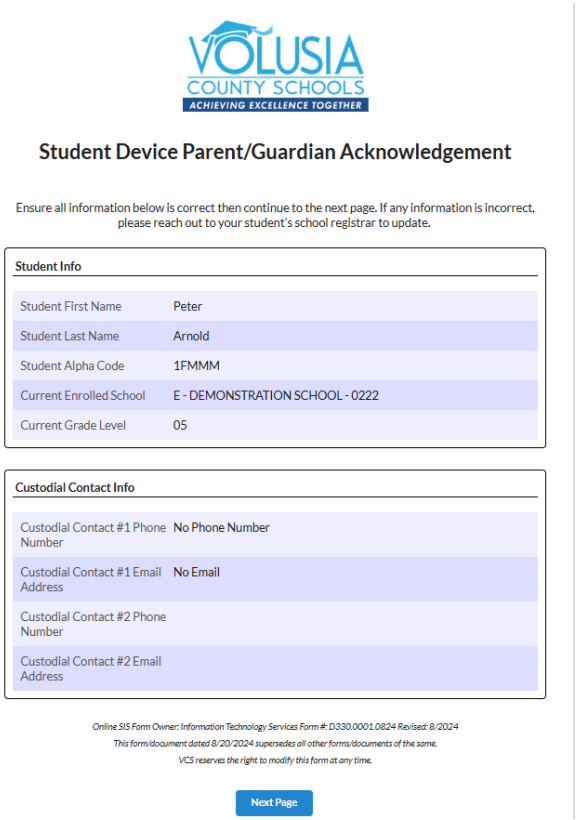


4. Look for “Student Device Parent Acknowledgement” form. Choose green button that says “Not yet started-Click to begin in English” (or language that is preset in settings).



5. The form will appear with each student’s information already filled in. The student information should match the student chosen by parent inside the portal. This step will need to be completed for each child checking out a device.

6. Parent reviews information on page 1, page 2, then acknowledges date and initials on page 3, then click “Submit and Finish” button.



VOLUSIA COUNTY SCHOOLS
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Student Device Parent/Guardian Acknowledgement

Ensure all information below is correct then continue to the next page. If any information is incorrect, please reach out to your student's school registrar to update.

Student Info

Student First Name	Peter
Student Last Name	Arnold
Student Alpha Code	1FMMM
Current Enrolled School	E - DEMONSTRATION SCHOOL - 0222
Current Grade Level	05

Custodial Contact Info

Custodial Contact #1 Phone Number	No Phone Number
Custodial Contact #1 Email Address	No Email
Custodial Contact #2 Phone Number	
Custodial Contact #2 Email Address	

Online SIS Form Owner: Information Technology Services Form #: D330.0001.0824 Revised: 8/2024
This form/document dated 8/20/2024 supersedes all other forms/documents of the same.
VCS reserves the right to modify this form at any time.

Next Page

Please select the date and enter your first and last name in the boxes below. By typing your name, you are acknowledging the responsibilities that come with a student device. For any additional questions regarding student devices or insurance, please reach out to your student's school.

Student Device Parent Acknowledgment Date*	N/A N/A N/A
Student Device Parent Acknowledgment Signature*	

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Submit and Finish

Check-In Procedures

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Elementary Check-In Procedures

Each school site is responsible for the inventory and accountability of all devices at their school. Before leaving for winter break, the school should make certain that all devices are accounted for in each classroom. They can ask for devices to be sent to the media center, or they can visit classrooms to personally check the carts. At this time, they should check for any broken devices that do not have a ticket associated with them and complete any new tickets needed.

- ✓ Each school site is responsible for the inventory and accountability of all devices at their school.
- ✓ Before leaving for winter break, the school needs to make certain that all devices are accounted for in each classroom. Devices can be sent to the media center, or classrooms can be visited to personally check the carts.
- ✓ Check for any broken devices that do not have a ticket associated with them and complete any new tickets needed. If devices are lost, they need to be reported immediately. If a laptop is lost, please put in a tech ticket. **If an iPad is lost, it should be reported immediately to ITS Help Desk by dialing extension 25000 to expedite the activation of the device's "lost mode" to attempt to locate.**
- ✓ At the end of the school year, the devices need to be collected from classrooms and stored in the media center. The school should inventory all devices, check for broken or lost devices, and put in any tech tickets needed.
- ✓ All devices need to be collected and returned to their housing unit (cart, trolley...) and compared to your inventory sheet. You will need to make sure that all devices are in the correct housing unit.
- ✓ Reset all iPads: Access Settings > General> Transfer or Reset > Erase all Content and Settings.
- ✓ Inspect all devices (both iPads and laptops) for damage and put a ticket in for any needed repairs. https://techsupport.volusia.k12.fl.us/
    - Print each ticket and adhere to the broken device.
- ✓ Separate all broken devices from the cart and put them in an easy to locate space with a sign that says, "Devices needing repair."
- ✓ All housing units/carts with functioning devices should be collected and stored in a secure location (such as media) and keys should be secured (suggestion: in a key safe).

Middle Grades Check-In Procedures

- ✓ Any student who checked out a device for the school year to take home must follow check-in procedures outlined in High School Procedures below.
- ✓ For devices kept on school campus/in a classroom, ensure that all devices are visible in Focus inventory then move to main area for summer reimaging.
- ✓ Submit tech repair request for any damaged devices before the start of summer break.

High School Check-In Procedures—School Administrator must be point person for this project.

1. By early May of each school year, schools will schedule and publish device return calendar and location. High Schools must have a staggered collection plan for graduating seniors who will need to remit their device upon completion of final exams prior to the graduation ceremony.
2. Each school assigns a team to process device returns (during senior events, last week of school, and for summer returns). Share schedule with ITS for deployment of technicians and Ed Tech team to assist, as needed. Student volunteers can be used to assist. Students can earn volunteer hours. **IT IS STRONGLY RECOMMENDED** to have teachers walk his/her class to the device collection area with devices, cords to assist with supervision.
3. Identify an area free from class change traffic and enough space for spreading out each of the stations that allows for large groups of students to come through at one time.
4. At least 2 weeks prior to event, security contact at school requests Focus access for the team to check in devices (*ERP Device Check-out*). Each team member receiving this access should test it on their employee device prior to the first day of check-ins to have time for troubleshooting, if needed.
5. Schools may have the need to order additional scanners to assist with the check-in process. ITS does not provide extra scanners but schools can purchase them inexpensively from Amazon: WoneNice USB Laser Barcode Scanner Wired Handheld Bar Co. https://a.co/d/7zQR6Cn
6. Students may keep device for online summer school coursework BUT they are expected to bring device to the school's scheduled return dates in May. This is to assess the device for damage/inventory. Note in Focus that they are keeping for summer school with understanding that they return it at completion of summer school for device to be reimaged for new school year.
7. Assemble bins in collection area for devices. Keep a running count of cords returned for ease in requesting any replacements for the new school year.

SUGGESTED FLOW OF DEVICE RETURN STATIONS schools should create signage for student movement between stations and proper way to bundle charging cords for collection. The stations are recommended as best practice. Schools should customize return flow based on campus layout and student population needs.

STATION 1: CLEANING

- ✓ Schools may opt to incorporate a device cleaning station before it gets checked in and reviewed for damage. By request, ITS will provide iCloth cleaning wipes for your school. Request for wipes must be submitted through the Tech Support portal under "Other: Issue Not Listed" and enter request in comment box.

STATION 2: INVENTORY CHECK (Refer to Appendix for click sheet on this process Focus Check-In Screen)

- ✓ Scan device immediately into Focus then send student to station 3 with device and charging cord.
- ✓ If any prior device fees are listed in their history, add it to their *Device Return Receipt* (carbon copy form).

STATION 3: DAMAGE CHECK (multiple staff with a printed copy of students w/paid insurance AND a copy of prior laptop fees charged to students)

- ✓ Staff turns on device and takes charging cord. If device does not turn on, try plugging it in for a charge.
- ✓ Complete a *Device Return Receipt* which is produced as a carbon, 3-page form. (See Appendices for graphic). **NOTE:** Some schools may opt to have students complete the top portion of the form and have it ready for check-in.
- ✓ If a student is requesting to keep for summer school, complete device check for damage. Remind student that the device must be returned to campus at the conclusion of summer course to ensure that it is reimaged for the new school year.
    - If a student has requested device for summer school <u>but there is damage to device</u>, complete form as directed below then have student return to designated person at Scanning Station (Inventory Check). Follow procedures for device swap and include damaged device with rest of collected inventory.
- ✓ IMPORTANT to keep in mind that the normal wear and tear of device use should not be held against a student in the form of a fine.

Distribution of *Device Return Receipt* copies:

CHANGE IN 2024…<u>Bottom *pink* copy to Student as their receipt of return</u> with no issues or indicating fines for which an invoice will be created. It is recommended that if a student wants to pay on the spot, the school should accommodate that with the assistance of a bookkeeper.

- ✓ If fees are assigned, second page *yellow copy* to Bookkeeper for entering fine into K-12 billing in Focus.

    *When collecting devices at the end of the school year, damages will be assessed on the spot and recorded. Those checking in devices should make the best assessment of fine for damages which will remain on student financial obligation unless adjusted or waived by school admin.

    IMPORTANT to keep in mind that the normal wear and tear of device use should not be held against a student in the form of a fine.

- ✓ If fees are assigned, top *white copy* is placed inside of device for Media teacher, or designee, to enter a tech request. No need to print the tech ticket UNLESS a carbon form is not inside the damaged laptop.
- ✓ If there is no damage to the device, keep the white top copy for media teacher to keep on file.
- ✓ If the device is damage free, tear off bottom *pink* copy for student. Keep remaining copies for school.

Actions After Completion of Scheduled Device Returns (first week of June)

1. One location for all collected devices should be used and communicated with ITS field technician.
2. All damaged devices must be separate from those returned without damage. Clearly mark both groups of devices for ease of access. Do not stack devices more than 10 high. Best practice is to store devices sideways, hinges down, on a shelf like a book.
3. Identify a point of contact for device returns during summer months. Should be a 12-month employee, preferably someone who works near the front office. Ensure that he/she has proper Focus access for scanning in a student device. Give this person a copy of this manual.
4. Run a report in Focus ERP called "Assigned User" report. Filter report by students who still have a device assigned to them.
    a. Administration contacts all families (School Messenger recommended) to request they return the device to the school to avoid any penalty fines. Give them directions to your summer return location on campus.
    b. Inform families of the importance of returning all VCS devices to conduct maintenance on devices for the new school year. Students will have a much better experience with a refreshed device.
    c. New feature in Focus allows schools to receive a device from a student who may have checked out device from any other school. (See Appendix for click sheet on this process)
5. As devices are returned throughout the summer, they should be stored in the same location from end-of-year collection and separated by damage/no damage areas.
6. ITS field technicians will be picking up devices in need of repair and reimaging the others throughout the summer. Please have them all in ONE PLACE. See chart on next page.

Centralized location of secondary student devices, waiting on repair or extra inventory:

HIGH SCHOOLS	ROOM	MIDDLE SCHOOLS	ROOM
Atlantic High	6-004	Campbell Middle	7-002
Deltona High	7-005	Creekside Middle	7-001
DeLand High	10-112	David C. Hinson Sr. Middle	7-002
Mainland High	1-321J	DeLand Middle	8-802C
New Smyrna High	2-117	Deltona Middle	1-202A
Pine Ridge High	6-004	Galaxy Middle	7-001
Seabreeze High	10-103D	Heritage Middle	7-002
Spruce Creek High	O-52	Holly Hill School	10-05
Taylor Mid-High	1-143	New Smyrna Beach Middle	606
University HS	1B-204E	Ormond Beach Middle	1-222
		River Springs Middle	4-100F
		Silver Sands Middle	5-501C
		Southwestern Middle	7-003

Repairs & Fines

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Elementary/Middle School Procedures for Classroom Carts

How do we handle damaged or broken devices? How about lost devices?

- ✓ The teacher should create a tech ticket (including the asset tag) and it will be first addressed by the school level technician.
- ✓ The teacher should leave the device in cart with note taped to screen with ticket #. Tech will assess when they arrive on campus.
- ✓ **Classroom Management TIP**: Each classroom laptop/iPad cart has been assigned an extra device which should be used temporarily until the assigned student device is repaired/replaced. In the event that more than one device needs repair, media specialist/DLTL should loan a device from assigned media cart. Make note of this to keep track of loaned devices and return them to the media center.
- ✓ **Discipline Issues related to Device Damage:** Any purposeful damage done to a device should be handled by school-based personnel following the Volusia Code of Conduct. If the school administration determines that the damage is the financial responsibility of one or more students, he/she should notify the parent/guardian as part of the discipline action taken. The school bookkeeper or their designee should also be notified to create an invoice according to the fines chart below. Note that iPad damage has been added to the fines chart.
- ✓ The tech will return the repaired device to the teacher's cart. If a device requires replacement, the tech will update inventory in Focus and document communication to inventory clerk at the school.
- ✓ If devices are lost, they need to be reported immediately. If a laptop is lost, please put in a tech ticket. **If an iPad is lost, it should be reported immediately to ITS Help Desk by dialing extension 25000 to expedite the activation of the device's "lost mode" to attempt to locate.**

Fee Structure for Damaged/Lost VCS Devices			
WITHOUT VCS Insurance Coverage		***WITH VCS Insurance Coverage****	
Cost of replacing a charging cord is $25		***Cost of replacing a charging cord is $25***	
Level 1: mild damage (broken hinges, clogged or broken power jack). For each event:	**$50 laptop $80 iPad**	1st Offense, regardless of level of damage or device type	**waived**
Level 2: moderate damage (cracked/broken keyboard, broken base enclosure, bezel, or touchpad). For each event:	**$100 laptop $80 iPad**	2nd offense, regardless of level of damage or device type	**$25.00**
Level 3: severe damage (cracked screen, water/liquid damage, damage to motherboard, USB/AC ports). For each event:	**$200 laptop $200 iPad**	3rd offense, regardless of level of damage or device type	**$50.00**
Level 4: Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees. For each event:	**$500 laptop $250 iPad**	4th offense and all subsequent offenses	**$100.00**
		Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees.	**$150.00**
***NOTE: Insurance does NOT cover any fines resulting from neglectful or malicious damage to VCS technology.**			

Procedures for Devices Checked Out to Students

Step 1 - Student reports damage or device loss/stolen to designated school employee.

Step 2 – Employee attempts basic troubleshooting of device to correct issues. If basic troubleshooting does not resolve issue, provide student with a "hot swap" device and be sure to enter in Focus while removing the damaged device from student.

- Lost Chargers are assessed a $25 replacement fee regardless of insurance.

Discipline Associated with Damaged Device: Any device damages resulting in or from a school discipline issue should be referred to school administration. Based on investigation and in accordance with Code of Conduct, admin will communicate the outcome to student's parent/guardian. This information must be shared with device manager at school for proper documentation pertaining to inventory.

Step 3 – Using one's professional judgment and information provided by the student, determine the associated fee with the visible damage to device. IMPORTANT: sometimes, a device simply succumbs to normal wear and tear of daily use. Use your best judgment to determine if a fine will be charged to a student. If necessary, you can hold the device until the ITS technician is able to assess it.

Fee Structure for Damaged/Lost VCS Devices			
WITHOUT VCS Insurance Coverage		***WITH VCS Insurance Coverage****	
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***NOTE: Insurance does NOT cover any fines resulting from neglectful or malicious damage to VCS technology.**			

These fines and damages are clearly explained in the VCS 1:1 Device Handbook available online at vcsedu.org departments – educational technology – student technical guide.

NOTE: the term "offense" under the insurance coverage column refers to each individual time a student returns a device with damage. Even if there are multiple issues with the device, it is treated as one offense and billed accordingly.

Step 4 -- Provide student with a copy of device receipt or other documentation that he/she returned a device with visible damages and the corresponding fine to be billed within a few days.

Step 5 – *Note: We will begin the transition away from breakage report to reduce the lapse in time between date of damage and creation of invoice for payment. During the transition, we will maintain the MS forms-based report as documentation of repairs. As the functionality of Focus ERP improves, the process will become seamless in sending electronic notifications to parents, student, bookkeeper, and all key stakeholders each time an action is taken in ERP with any device. It is recommended during this year of transition and based on what is practical for schools, that if a device is turned in with damage any time during the school year, the assessment is made on the spot and recorded on device return receipt or until it becomes a field in Focus.

- ✓ Notify the school bookkeeper of the fine to be invoiced by either a copy of the device receipt with charge listed OR by email (school will determine its procedure based on campus dynamics). Of course, any student with insurance will either be exempt from fines for first issue or have a reduced fine. Once the invoice is created in Focus Internal Accounts, it will appear in Focus and Parent Portal for parent/guardian to remit payment. IMPORTANT NOTE FOR BOOKKEEPER: it is important to keep track of invoices created so as not to double charge a family for the same incident if the breakage report shows a different fine later for the same repairs. Schools should stick with the original fine assigned to the damage.
- ✓ Notify parent of the event requiring device repair and corresponding fine. The notification can be via Focus communication (email, text, automated call) alerting primary contact that student turned in a device on this day and they should watch Parent Portal for an invoice with corresponding fine.

Step 6 - Designated employee puts in tech ticket following directions in Appendix F (Tech Request for Device Repair) or Appendix G (Reporting a Lost or Stolen Student Device) <u>to ensure that the correct type of tech ticket for 1:1 Student Device Repair is being used.</u>

Step 6 - Print a copy of the tech ticket and place it in the student laptop and place the laptop in the school's designated location for technician to diagnose the damage and either repair it or send it for repair. **All damaged devices must have a corresponding tech ticket and be kept in ONE area clear of other devices for accuracy in technician's pick up.**

Device Insurance

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Volusia Schools are creating lifelong learners for an ever-changing global society.

Student Device Insurance Purchase

All families of students enrolled in a VCS school, grades K-12 have the opportunity to purchase student device insurance regardless of whether the student uses the device daily at school only or the student is in a grade that checks out devices to take home. Every family will have 30 days from the start of the school year or date of student enrollment to pay the $30 insurance premium for reduced costs associated with future damage caused to the device within the current school year. Families qualifying for income-based services will have automatic coverage. See *Parent/Guardian Acknowledgement Form* for a list of fines with and without insurance (Appendix A).

Device Insurance Purchase during Summer Orientation

The District will automatically push all insurance invoices on or near to the first day of the school year. However, because schools host orientation dates for device distribution during summer break, the school is able to offer families insurance payment options on site. To do this, the school should ensure that a cashier with IA billing access (ERP Internal Accounts Teacher Sponsor or ERP Central Cashier) is on site to create the insurance invoice and collect payment. To save time and keep the lines moving, it is recommended that the cashier on site creates the invoice for families who request it and direct them to pay with credit card later. Of course, cash and check payments must be taken on site. As soon as the payment is processed, the insurance is valid.

Parent/Guardian: Must log in to PARENT PORTAL to access insurance invoice in Purchase & Pay tab. TECH NOTE: It is recommended that parents access the Parent Portal from an Internet browser rather than the mobile app since some features related to transactions are not yet visible within the mobile app. All K-12 families opting for device insurance coverage will have 30 days from the start of the school year or from the date of later enrollment to pay the invoice. All unpaid invoices will be voided after 30 days with no obligation to pay. Students eligible for income-based services will be automatically covered and the annual premium will be waived. These families will see a zero-balance invoice inside Parent Portal. Any family claiming eligibility for income-based services must submit an online form to the Office of Student Services and receive a verification letter/email from this office. For more information go to Income Based Services Request – Student Services Department (vcsedu.org)

School Bookkeeper: Not responsible for the mass invoice billing at start of school year or for students enrolling throughout the school year. If a student receives an automatic invoice for $30 but produces a letter certifying him/her to receive income-based services, the Bookkeeper will need to void the $30 invoice and create a zero-dollar invoice.

School Registrar: Will inform family how to check out a student device, set up Parent Portal account and view insurance invoice for optional payment and coverage. Be sure to inform family that they have 30 days from date of enrollment or device check-out to pay for the optional device

insurance inside of the Parent Portal. Refer family to the "Back to School" page for families on VCS website, vcsedu.org.

Fee Structure for Damaged/Lost VCS Devices			
WITHOUT VCS Insurance Coverage		***WITH VCS Insurance Coverage****	
Cost of replacing a charging cord is $25		***Cost of replacing a charging cord is $25***	
Level 1: mild damage (broken hinges, clogged or broken power jack). For each event:	**$50 laptop $80 iPad**	1st Offense, regardless of level of damage or device type	**waived**
Level 2: moderate damage (cracked/broken keyboard, broken base enclosure, bezel, or touchpad). For each event:	**$100 laptop $80 iPad**	2nd offense, regardless of level of damage or device type	**$25.00**
Level 3: severe damage (cracked screen, water/liquid damage, damage to motherboard, USB/AC ports). For each event:	**$200 laptop $200 iPad**	3rd offense, regardless of level of damage or device type	**$50.00**
Level 4: Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees. For each event:	**$500 laptop $250 iPad**	4th offense and all subsequent offenses	**$100.00**
		Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees.	**$150.00**
***NOTE: Insurance does NOT cover any fines resulting from neglectful or malicious damage to VCS technology.**			

Student Transfers & Withdrawals

Student Device
Internal Procedures Manual

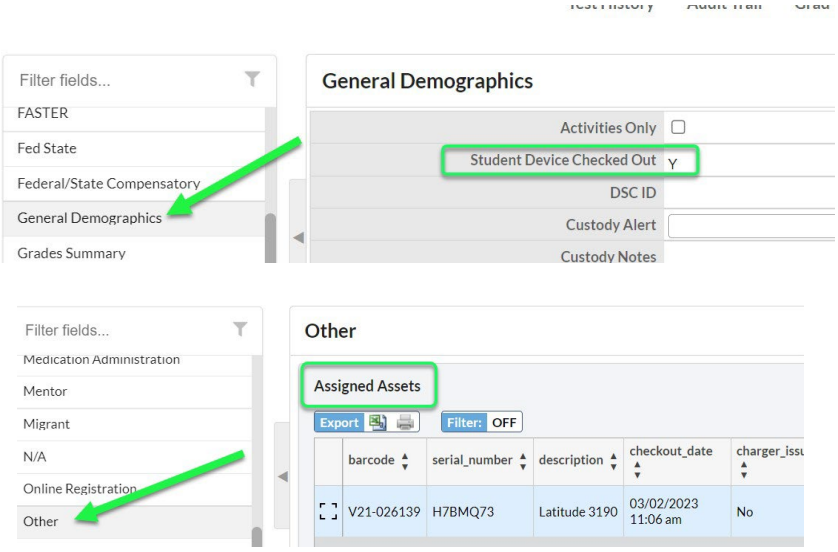
Volusia Schools are creating lifelong learners for an ever-changing global society.

Students who withdraw from a school for any reason are expected to return any VCS equipment assigned to him/her through that school to keep inventory records as accurate as possible for each campus.

WITHDRAWALS should be meeting with the school registrar to complete the formal process. Formal process should include student returning their device to the designated person for check-in even if they do not have their device so the check-in person can do a tech ticket if necessary for Lost/Stolen Device- student should receive a copy of this tech ticket to take to the registrar if not turning in the device. If the designated school device check-in person is unavailable, the school's designated inventory clerk should be able to assist.

After student has checked in their device, the registrar should check the student's device history by going to General Demographics in FOCUS. There is a line near the top that shows if student has a VCS device still checked out. The letter "N" indicates that the student does not have a VCS device. If there is a "Y" in this section, registrar should click on "Other" tab to view the device details under "Assigned Assets." The registrar should make every effort to collect the device before completing the withdrawal process and having them invoiced, if necessary.

If possible, the Internal Accounts Bookkeeper will invoice the student for any necessary fines before the student is withdrawn. If student is already gone, make note of this in the tech ticket when submitting for repair.



APPENDICES

Student Device Internal Procedures Manual

A. Parent Acknowledgement Form for Student Device Check-out
B. Click Sheet for Checking Out Student Device in Focus
C. Click Sheet for Checking In Student Device in Focus
D. Directions for creating K-2 Quick Cards
E. Click Sheet for Transferring Device between Schools in Focus
F. Click Sheet for submitting Tech Request for Device Repair
G. Click Sheet for reporting a Lost/Stolen student device in Tech Request Portal
H. Student Device Return Receipt (carbon form)
I. Record of Classroom Device & Cart Checkout
J. Guidelines Poster for Student Device Use
K. TAP for Bookkeepers' Student Device Invoicing
L. NEW! Device Insurance flyer for distribution to families and posting on school website

Appendix A: Parent Acknowledge Form for Student Device Check-Out The graphic below is not meant to be duplicated. The official form is available in English and Spanish and can be ordered directly from VCS Print Shop.

Date: _____/_____/20_____ Device Asset #_____

Student Device Parent/Guardian Acknowledgement

As a school computer is issued to a student, the student and parent/guardian acknowledge the following:

- This device is not my personal property, but the sole property of the Volusia County School District. As such, VCS has the right to monitor my activity and/or retrieve this device at any time.
- The intended sole use of the device is for educational purposes. All use of the device must abide by the VCS *Student Code of Conduct*, the *1:1 Student/Parent Handbook*, and is subject to School Board Policy 219.
- I will bring my assigned device to school every day with a fully charged battery.
- If the device is damaged and/or not working properly, I will report it to my teacher, school administrator or other school personnel within 24 hours.
- If the device is stolen, I will file a police report within 24 hours and provide a hard copy of the police report to the school within 24 hours of filing the police report.
- I must return the device to the school at the end of the school year or if I withdraw for any reason, including transferring to another Volusia school.

DEVICE DAMAGES & INSURANCE: Accidents happen! If a student damages or loses his/her device or charging cord, a standard fee will be charged to the family. VCS strongly recommends that families purchase annual device insurance for $30/student to reduce the cost of fines assessed for a damaged/lost device. Families eligible for income-based services will be enrolled at no cost. Review the cost savings in the table below:

Fee Structure for Damaged/Lost VCS Devices			
WITHOUT VCS Insurance Coverage		*WITH VCS Insurance Coverage**	
Cost of replacing a charging cord is $25		*Cost of replacing a charging cord is $25*	
Level 1: mild damage (broken hinges, clogged or broken power jack)	$50.00 laptop $80 iPad	1st Offense, regardless of level of damage	waived
Level 2: moderate damage (cracked/broken keyboard, broken base enclosure, bezel, or touchpad)	$100.00 laptop $80 iPad	2nd offense, regardless of level of damage	$25.00
Level 3: severe damage (cracked screen, water/liquid damage, damage to motherboard, USB/AC ports)	$200.00 laptop or iPad	3rd offense, regardless of level of damage	$50.00
Level 4: Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees.	$500.00 laptop $250 iPad	4th offense and all subsequent offenses	$100.00
		Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees.	$150.00
***NOTE: Insurance does NOT cover any fines resulting from neglectful or malicious damage to VCS technology.**			
DEVICE INSURANCE: Requires all families to set up a VCS Parent Portal account. An **invoice of $30** per student will appear in the Purchase & Pay tab inside the Parent Portal. A zero-dollar invoice will be posted for families eligible for income-based services. Families opting for insurance coverage will have 30 days to pay after the first day of school or from enrollment date, whichever is last. Invoice is paid online with credit card or bring cash or check to the school. Purchasing insurance is encouraged, but not required. **TECHNICAL NOTE**: It has been reported that for a smoother experience, access Parent Portal from an Internet browser rather than through the mobile app.			

STUDENT INFORMATION – PLEASE PRINT IN INK	***Alpha***	***Grade***
Last Name: *(print)*		
First Name: *(print)*		
PARENT/GUARDIAN INFORMATION – PLEASE PRINT IN INK		
Name: *(print)*	***Parent/Guardian Phone #***	
Parent/Guardian email:	***Parent/Guardian Alternate Phone # (optional)***	
Guardian signature indicates understanding of the above information:		
X _____ ***Date:*** _____		

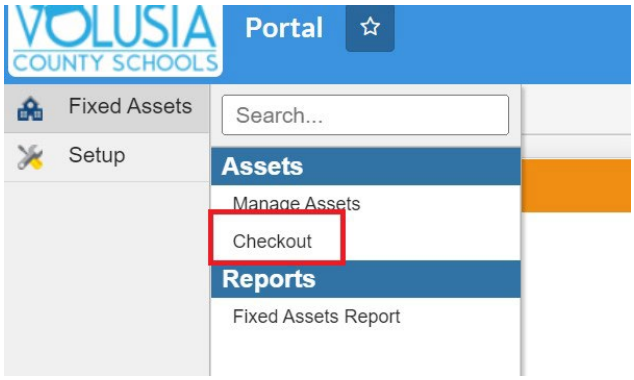
This form/document dated 4/1/2024 supersedes all other forms/documents of the same.

Appendix B
Check-out Student Devices in FOCUS ERP

IMPORTANT: As a matter of account management security, any VCS personnel attempting to complete this transaction must have been granted access to the FOCUS FIXED ASSETS. Each school's security contact can request this access by creating a ticket at https://volusia.incidentiq.com.

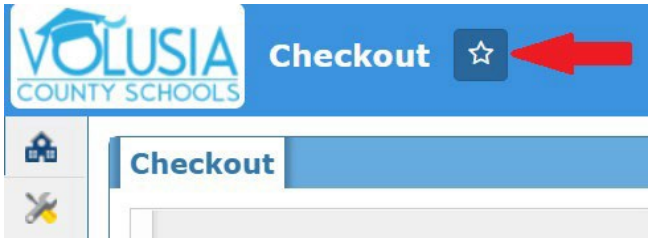
Step #1

- Access the Checkout screen from the Fixed Assets menu.

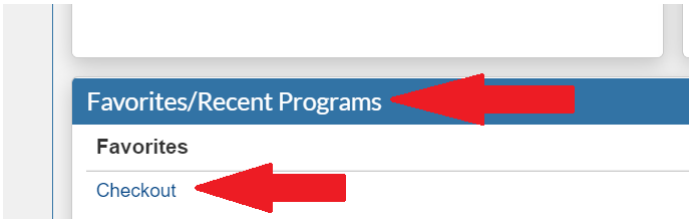


Step #2 (OPTIONAL)

- Favorite the Checkout screen by selecting the star next to Checkout.

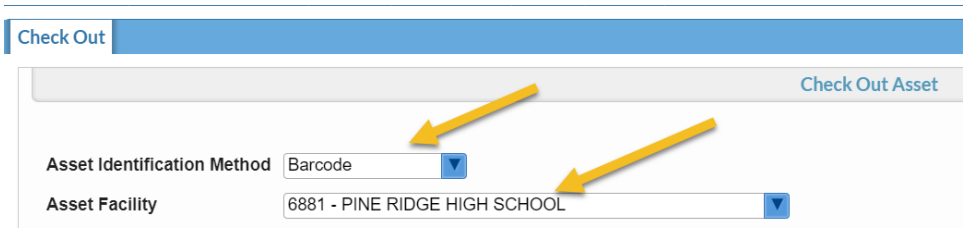


- Checkout screen link will now be visible in your Favorites from the main page.



Step #3

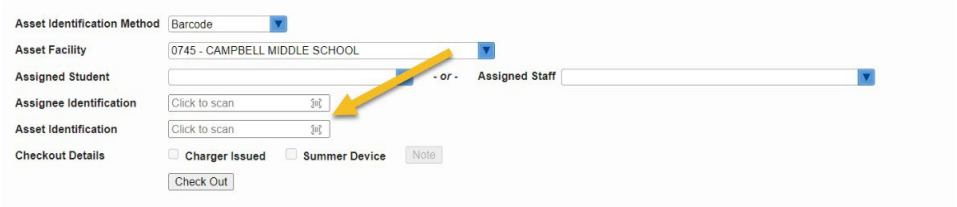
- On Checkout screen make sure the Asset Identification Method is Barcode (default)
- Your school's name & number should appear in the Asset Facility. If not, choose your school site name from drop down menu.



Step #4

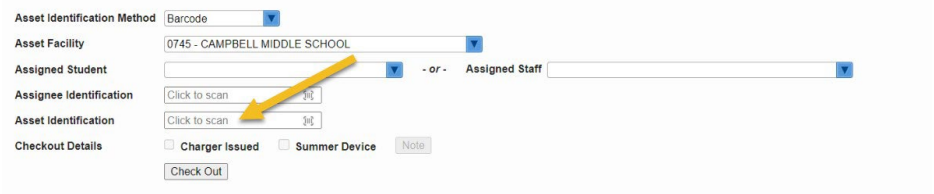
Based on your procedures, choose one of the following:

- Scan student ID--ensure the cursor is flashing in the ASSIGNEE IDENTIFICATION box then scan barcode on student ID; or,
- Type student alpha code into the ASSIGNEE IDENTIFICATION box; or,
- Search student name in ASSIGNED STUDENT.



Step #5

- Click into Asset Identification box.
- Type or scan Asset Tag



Step #6

- Verify that the green success message appears to confirm the device is checked out in student's name.

NEW: Once the device is successfully checked out to student, you will notice that the name and date populates at the top of the "Checkout History" at the bottom of screen. This new feature now sorts device activity by date.

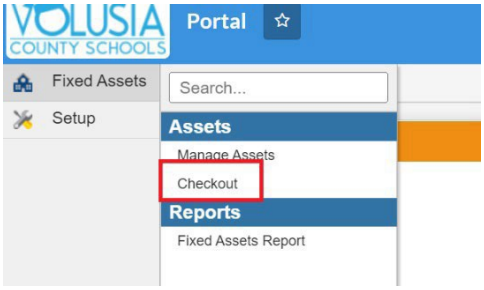
NEED HELP? If you are experiencing any technical issues, please call ext. 25000.

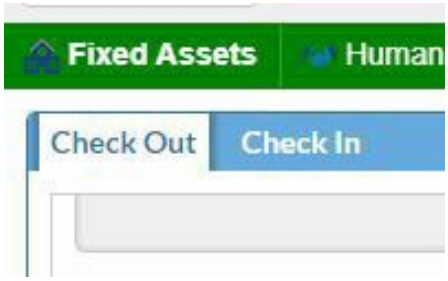
Appendix C

How to Check-in Devices

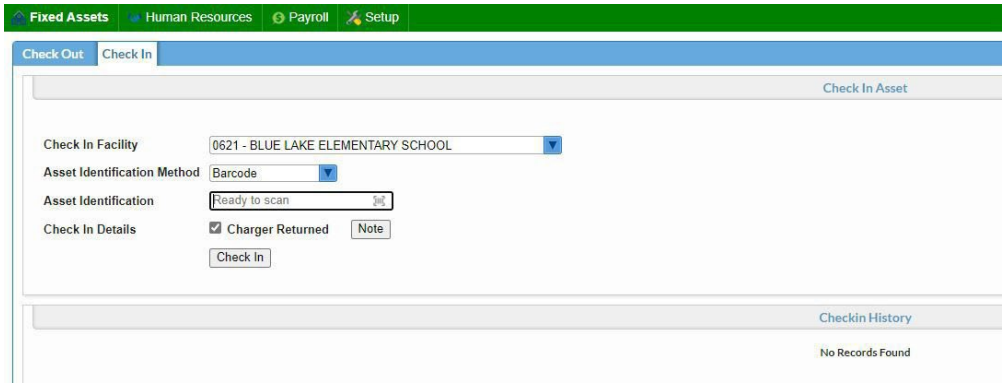
IMPORTANT: Personnel must have been granted access to FOCUS Fixed Assets. The school's security contact should submit a request to account management in the Tech Support site at https://volusia.incidentiq.com.

1. Go to Vportal
2. Open the FOCUS tile.
3. Click on ERP tab at the top, right.
4. From the Fixed Assets menu, choose "Checkout"

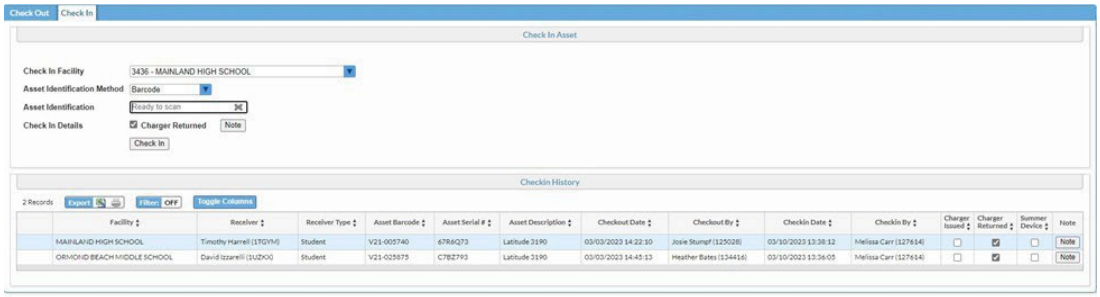




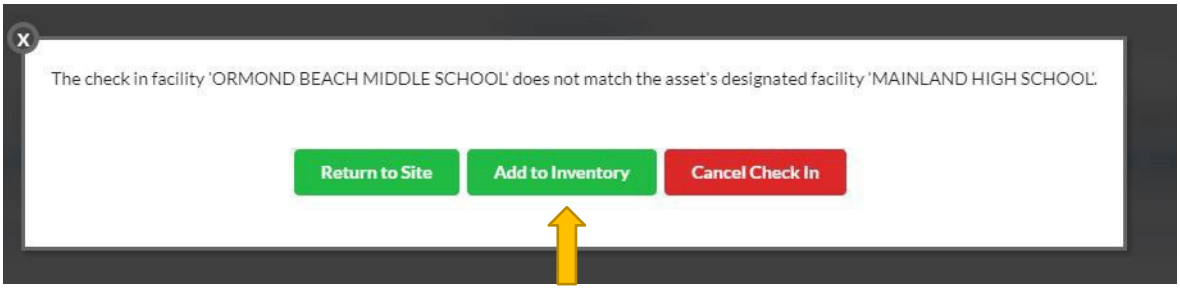
5. Your school's name should auto populate.
6. Asset Identification Method should be on "Barcode".
7. Click into white box above Asset Barcode.
8. Scan device asset tag and listen for the "beep".



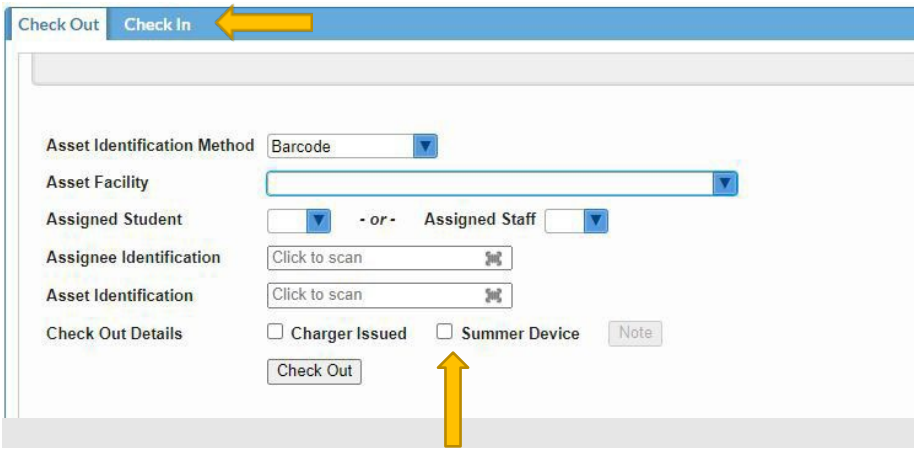
9. Confirm student name matches student checking in device.



New Feature! If the student has checked out the device from another school, this message will appear. You can choose to "Add to (your school) inventory" and proceed.



10. Students who request to keep device for summer school should receive a check in the box for "summer school" under the CHECK IN tab.



NEED HELP? If you are experiencing any technical issues, please call ext. 25000.

Appendix D

APPLE LEARNING HELP SHEET

Educational Technology Department

Volusia County Schools

ClassLink QuickCards

QUICKCARD PRINTING

Go to VPortal on your teacher computer.

Do not click this image,  it is for student use only.

Log into VPortal and click on the Class QuickCards tile. 

If you do not see this tile on your home screen, type Class QuickCards in the search bar.

Locate your class and click the QuickCard link across from your class title.

Print the QuickCards and distribute them to students.

STUDENT LOGIN

Tap the ClassLink app on the iPad home screen.

Make sure student is on the sign in to ADFS screen.

If they are not do the following:

1. *Find the school district screen (use the back arrows if needed)*
2. *Type VOL in the search for school district box*
3. *Tap on Volusia County Schools*

Tap the scan icon on the sign in to ADFS screen.

Tap the camera lens icon to turn the camera lens around.

Place the iPad over the QuickCard code and scan with the camera.

Scan a QR code below for video directions.

ClassLink Login w/ Lillie

Teacher QuickCard Printing

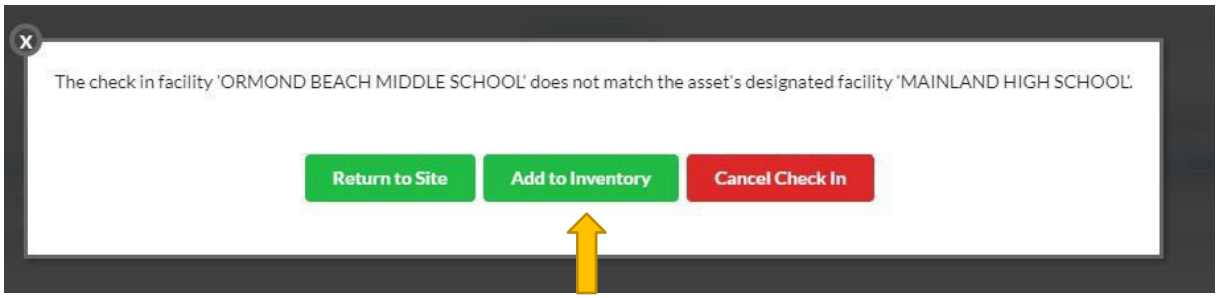
QuickCard Student Login

Created by Monica Prather
Apple Learning Resource Teacher

Appendix E
Click Sheet for Transferring Device between Schools in Focus

At times, you will come across a device which was checked out from another school. New features now allow for you to correct this inventory issue. Follow steps below:

1. If student is returning a device that is not in your school's inventory, you will follow steps to CHECK IN the device from student.
2. If the student has checked out the device from another school, this message pictured below will appear. You can choose to "Add to (your school) inventory" and proceed.



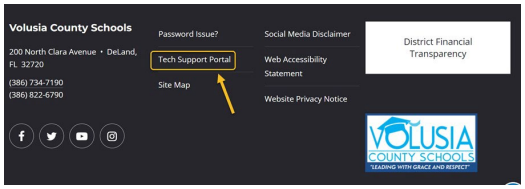
NEED HELP? If you are experiencing any technical issues, please call ext. 25000.

Appendix F

Submitting Tech Request for Device Repair

Students are required to inform school personnel when his/her device is damaged. The school should apply basic troubleshooting to resolve issues on site. If the repair is beyond basic troubleshooting efforts, it is necessary to submit a Tech Request for device repair. There are three ways to access the Tech Support Portal.

1. Go to www.vcsedu.org and scroll to bottom of page.

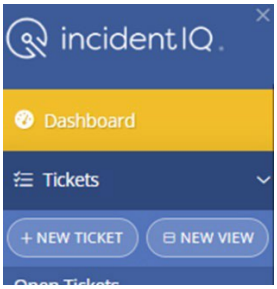


2. In Vportal, choose the Tech Support Portal tile.

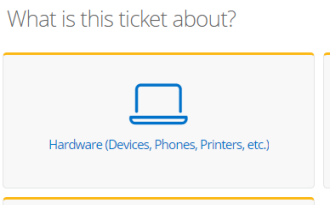
3. On internet browser, type https://volusia.incidentiq.com

If you are not accessing the portal from the VCS network, it will require you to authenticate first by entering your VCS credentials.

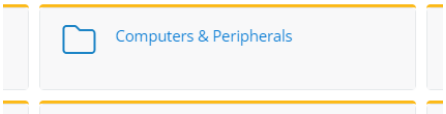
Once inside the tech portal which is powered by Incident IQ, choose NEW TICKET.



Choose the title labeled “Hardware”.

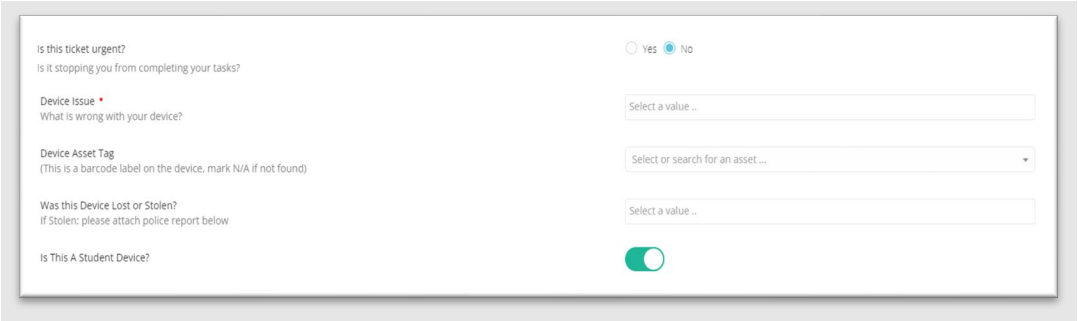


When asked “Which asset this is related to”, choose the tile labeled “Computers & Peripherals”.

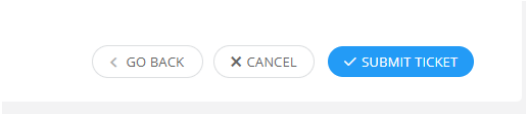


Give as much detail as possible in the comment box and enter a value for each question that follows to give as much detail as possible.

Identify the ticket as a STUDENT DEVICE by toggling the button to green.



Complete with as much information as possible then click submit button, print out ticket summary and attach to device.



IMPORTANT NOTE: All damaged devices must have a corresponding tech ticket and be kept in ONE area clear of other devices for accuracy in tech pick-up. If you are experiencing any issues with the tech support portal, please call ext. 25000.

COMMUNICATE DEVICE FINE

- If applicable, inform student that he/she has caused damage to district-owned property and are responsible for payment of associated fine outlined in the 1:1 Device Handbook available at vcsedu.org
  - Schools may choose to provide a written notice of device damage throughout the school year using the Device Return Receipt (Appendix H).
- School bookkeeper must be notified ASAP of any associated fines to prompt him/her to create an invoice for parent/student viewing and payment in parent portal/focus. It is recommended to share page 2 of Device Return Receipt (Appendix H).

Appendix G
Reporting a Lost or Stolen Student Device

Step 1: Follow steps for creating a new tech request (Appendix F)

Step 2: Select "Hardware" then "Computer and Peripherals"

Step 3: In the "Describe your issue" box, please provide a brief description of the incident.

Examples: How the device became lost/stolen.
What steps were taken to locate the device.
Issue referred to school admin for parent/guardian contact.

Step 4: Look for "Was this Device Lost or Stolen?" tab. Please select the correct value.

Also notice the "Additional Information" tab, this is for any other information that might be useful for removing the device from inventory.

Step 5: If the device was stolen, a copy of the police report will need to be attached. This can be done by clicking the "Select file to attach" tab. Note: it can be attached later.

Step 6: **Click "Submit Ticket" –** This ticket will be assigned to the tech on site for them to add the information into the 1:1 Breakage Form for Bookkeepers.

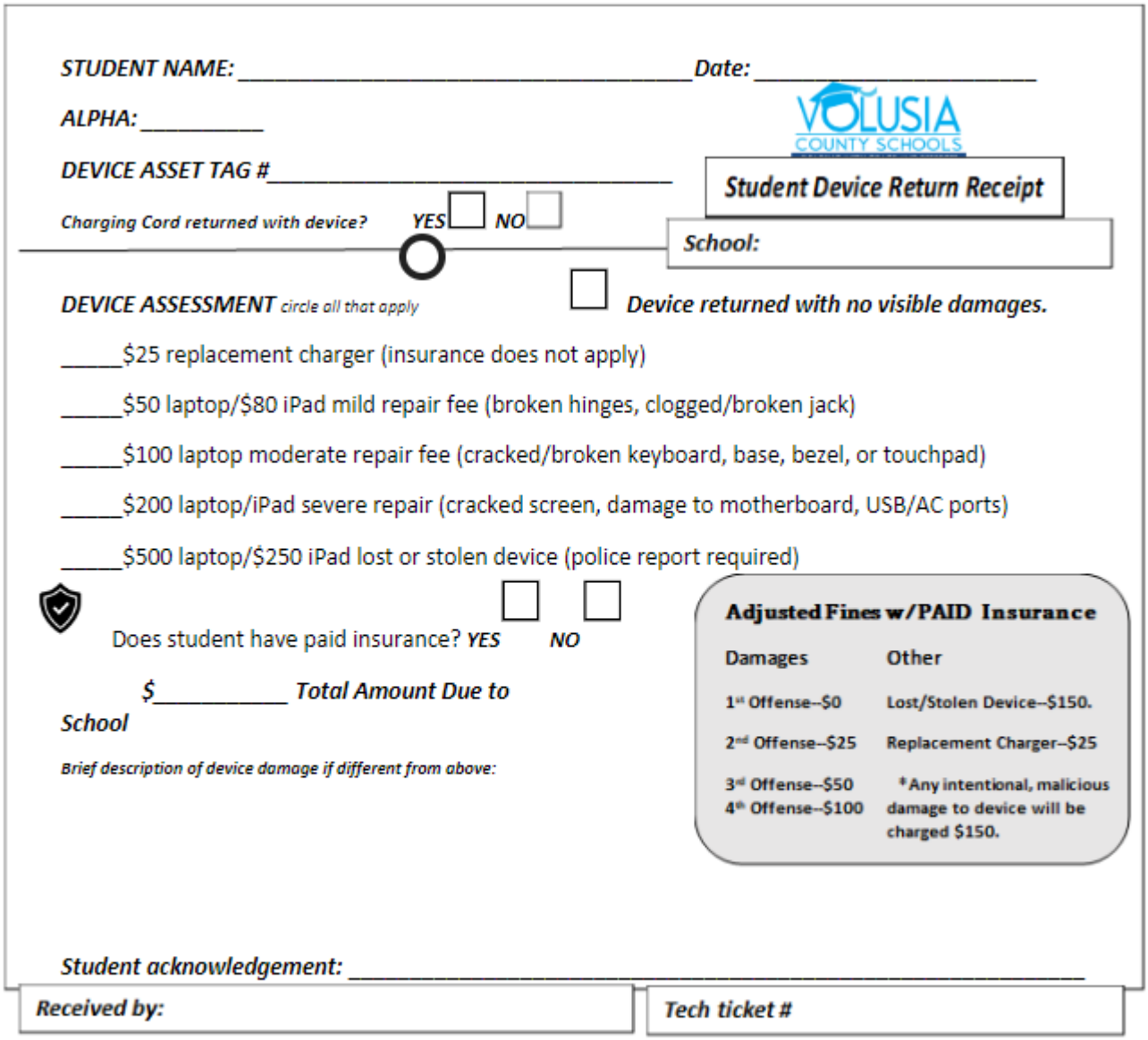
This ticket will also be assigned to the IT Logistics team for removal of the device from inventory at site.

NEED HELP? If you are experiencing any technical issues, please call ext. 25000.

Appendix H

Student Device Return Receipt is a 3-page carbon form produced by VCS Print Shop. All schools receive a batch of forms in May 2024 for collections. Any additional forms needed will be ordered and paid for by the school.

- **IMPORTANT NOTE:** This form is a temporary solution for schools to record receipt and condition of device. The use of this form will be discontinued when the features in Focus are enabled to send automatic invoice/receipt to all stakeholders.



STUDENT NAME: _____ *Date:* _____

ALPHA: _____

DEVICE ASSET TAG # _____

VOLUSIA COUNTY SCHOOLS

Student Device Return Receipt

Charging Cord returned with device? *YES* ☐ *NO* ☐

School:

DEVICE ASSESSMENT *circle all that apply*

☐ *Device returned with no visible damages.*

_____$25 replacement charger (insurance does not apply)

_____$50 laptop/$80 iPad mild repair fee (broken hinges, clogged/broken jack)

_____$100 laptop moderate repair fee (cracked/broken keyboard, base, bezel, or touchpad)

_____$200 laptop/iPad severe repair (cracked screen, damage to motherboard, USB/AC ports)

_____$500 laptop/$250 iPad lost or stolen device (police report required)

Does student have paid insurance? *YES* ☐ *NO* ☐

$_____ Total Amount Due to School

Brief description of device damage if different from above:

Adjusted Fines w/PAID Insurance

Damages	Other
1st Offense--$0	Lost/Stolen Device--$150.
2nd Offense--$25	Replacement Charger--$25
3rd Offense--$50 4th Offense--$100	*Any intentional, malicious damage to device will be charged $150.

Student acknowledgement: _____

Received by:

Tech ticket #

Updated 4.18.24

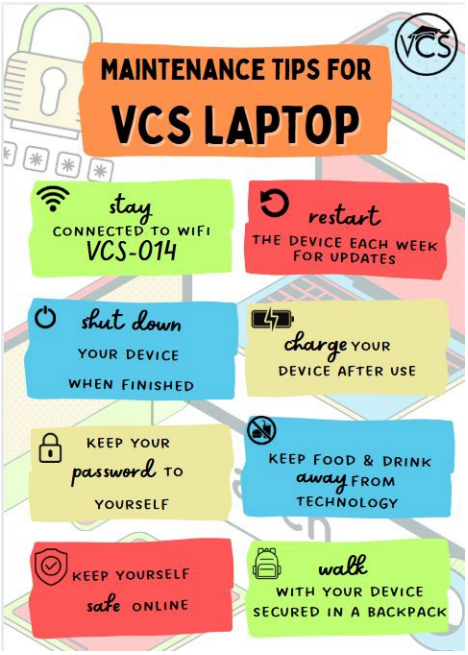
Appendix I

Record of Classroom Device and Storage Cart

Teacher Name:			
Room #			
Grade:			
Housing Unit Asset Tag:			
#	**Device Asset Tag Number**	**Student Name**	**Notes**

Appendix J

Guidelines for Student Tech Use Poster is available for print at VCS Print Shop. Schools pay for prints.



APPENDIX K: TAP for Bookkeepers' Student Device Invoicing

K-12 Billing

Student Device Invoicing

Student device fine products have been pre-set in your school account for your use. Please note that some products are worded in an &/or charge by the repair name meaning you only charge the student once if it includes one of more items listed for this Focus product line.

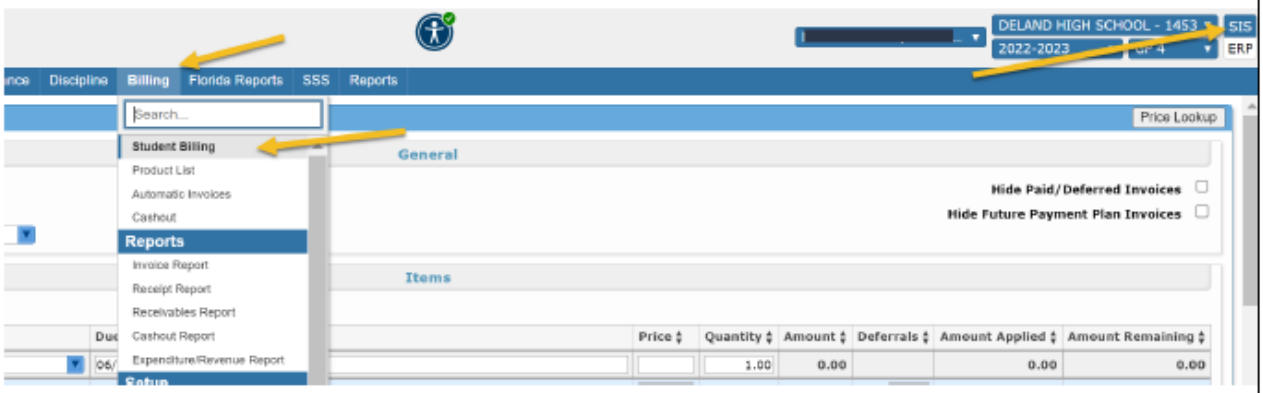
INVOICING STUDENTS FOR DEVICE REPAIRS:

1. An email will go to the school bookkeeper to invoice their student for a device fine. Click on the link to pull up the information.

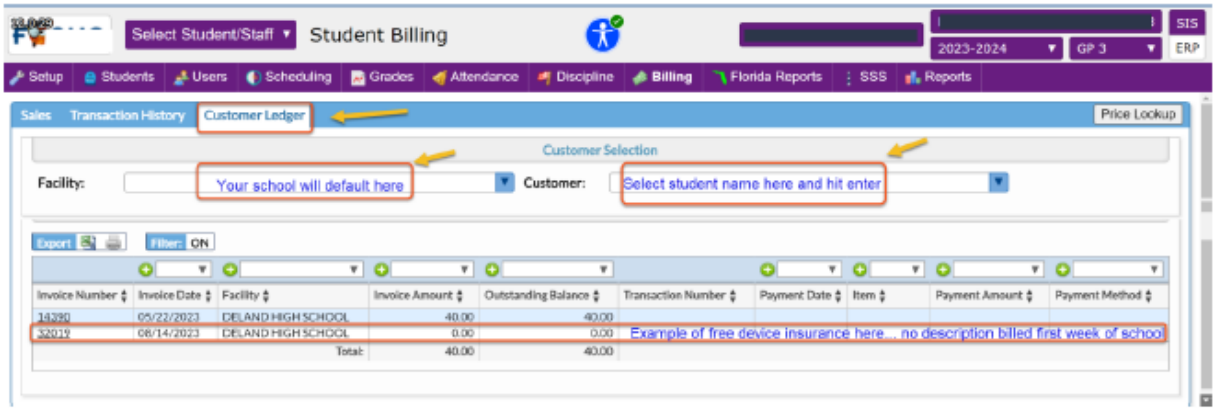
2. You will have access to a column in your own version of the breakage report where you can record that you have already been invoiced, invoice number, &/or mark paid.

3. Log in to your Focus account on the SIS billing side.

4. Click on Billing and then Student Billing.



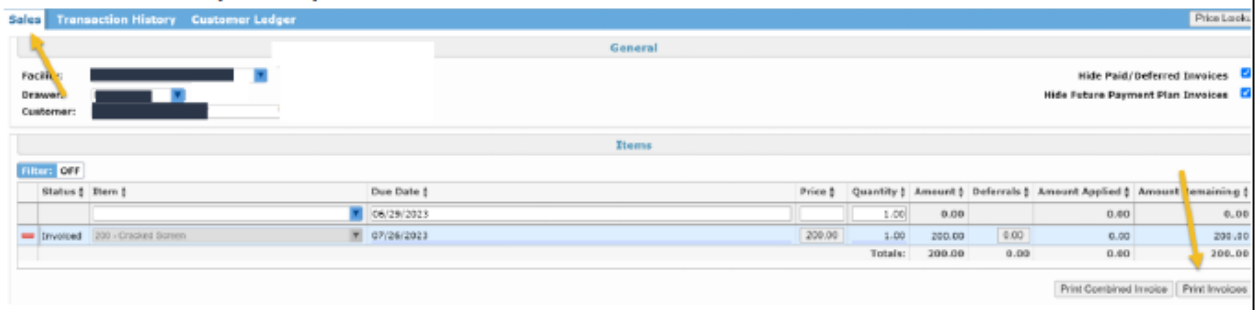
5. Click on the customer ledger tab, select student from the dropdown, and hit enter to see if the student has device insurance.



6. Go back to the sales tab, select the student and you will select the product depending on if the student is insured or not.

7. If the student is insured, you will invoice them based on how many device fines they have for the school year by selecting the appropriate ITS insured product. If the student is not insured, you will select the ITS product fine that corresponds with the fine to be charged.

8. Hit enter to add the invoice and you will see a red line to the left of the line with an invoice #. You can then print the invoice and send it home or it will also show in the student's parent portal account.



K-12 STUDENT DEVICE DAMAGES & INSURANCE

Because accidents happen!

If a student damages or loses a VCS-owned device or charging cord, a standardized repair fee will be charged to the family. VCS strongly recommends that families purchase annual device insurance for $30/student to reduce the cost of fines assessed for a damaged/lost device. Families eligible for income-based services will be enrolled at no cost. Consider the cost savings in the Repair Fee table below:

Fee Structure for Damaged/Lost VCS Devices			
WITHOUT VCS Insurance Coverage		***WITH VCS Insurance Coverage****	
Cost of replacing a charging cord is $25		***Cost of replacing a charging cord is $25***	
Level 1: mild damage (broken hinges, clogged or broken power jack). For each event:	**$50 laptop $80 iPad**	1st Offense, regardless of level of damage or device type	**waived**
Level 2: moderate damage (cracked/broken keyboard, broken base enclosure, bezel, or touchpad). For each event:	**$100 laptop $80 iPad**	2nd offense, regardless of level of damage or device type	**$25.00**
Level 3: severe damage (cracked screen, water/liquid damage, damage to motherboard, USB/AC ports). For each event:	**$200 laptop $200 iPad**	3rd offense, regardless of level of damage or device type	**$50.00**
Level 4: Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees. For each event:	**$500 laptop $250 iPad**	4th offense and all subsequent offenses	**$100.00**
		Lost/Stolen: If stolen, family must report it to police & submit documentation of police report to VCS to avoid fees.	**$150.00**
***NOTE: Insurance does NOT cover any fines resulting from neglectful or malicious damage to VCS technology.**			

HOW IT WORKS. At the start of the school year, all K-12 students will see a $30 invoice automatically appear in the Purchase & Pay tab inside the Parent Portal. A zero-dollar invoice will be posted for families eligible for income-based services. Families opting for insurance coverage will have 30 days to pay after the first day of school or from enrollment date, whichever is later. After the 30-day payment period, any unpaid device insurance invoices will be voided. All invoices are paid online with a credit card (including an additional processing fee) or with cash on school campus. Purchase of device insurance is encouraged but not required.

SCAN ME

DO YOU QUALIFY FOR FREE DEVICE INSURANCE? Volusia makes sure that our students have access to every opportunity, regardless of their financial situation. If your family wishes to be considered for free device insurance based on income, please complete the Income-based Services Request and submit online. If a family has a direct certification letter that was mailed to your home, you do not need to complete this form. The letter can serve as income verification at your student's enrolled school.

AVAILABLE IN PARENT PORTAL. All families are expected to set up a VCS Parent Portal account for accessing student courses, grades, attendance, forms, and payment options. Directions for Parent Portal available Portals - Volusia County Schools (vcsedu.org)

SCAN ME

- ***Technical Note:*** For a smoother experience, users should access Parent Portal from an Internet browser rather than through the mobile app.

For more information about student devices in VCS, please visit Beginning of School Year Forms - Volusia County Schools (vcsedu.org)